



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 9621

SERIAL NUMBER 09/995,027	FILING DATE 11/27/2001 RULE	CLASS 379	GROUP ART UNIT 2643	ATTORNEY DOCKET NO. 83766
------------------------------------	---	---------------------	-------------------------------	-------------------------------------

APPLICANTS
Anthony J. Dezonno, Bloomingdale, IL;

**** CONTINUING DATA **** *NONE*

**** FOREIGN APPLICATIONS **** *NONE*

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 12/11/2001

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY IL	SHEETS DRAWING 3	TOTAL CLAIMS 39	INDEPENDENT CLAIMS 4
---	---	-------------------------------	----------------------------	---------------------------	--------------------------------

Verified and Acknowledged
Examiner's Signature _____ Initials _____

ADDRESS
Welsh & Katz, Ltd.
Eric D. Cohen
22nd Floor
120 South Riverside Plaza
Chicago, IL 60606

TITLE
Method and system for routing transactions in an automatic call distribution system based on non-voice dialog agent skill set

FILING FEE RECEIVED 1296	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
------------------------------------	---	---